

SPSO decision report

Case: 201300924, East Renfrewshire Council

Sector: local government

Subject: traffic regulation and management

Outcome: not upheld, no recommendations

Summary

When Mr C bought his home, the road outside had a number of speed cushions to slow down traffic. Some years later, the council decided that the road needed to be resurfaced. When they checked the condition of the speed cushions, they found that these had deteriorated and could not be reused. In the months immediately following the resurfacing, temporary vehicle activated speed signs were installed, and speeds and traffic volumes were monitored. The council then consulted on the re-introduction of traffic calming measures, but found that there was significant opposition to their specific proposals. Knowing the range of public opinion, senior roads officers met with local councillors and agreed a revised scheme with fewer speed cushions. At the time, they obtained legal advice that they did not need to consult again on the revised proposals, and the new traffic calming measures were installed.

Mr C was not living in the property when this happened, and when he returned he found that traffic volume and speeds had increased, and there was excessive noise in his home. He complained to the council about the changes, and made various information requests. He then complained to us that the council had not taken the appropriate steps when considering and implementing the new measures, and had failed to act on collected data which indicated that the measures that they had put in place were inadequate.

We did not uphold Mr C's complaints, as our investigation found that the consultation was extensive and appropriate. We also found that since the measures were introduced, council officers had examined the results of two further monitoring exercises and found no reason to amend the scheme. This was a decision for them to take as professionals, and not something that we could consider where there was no evidence of maladministration in the taking of the decision.